

SE 322/ SE 318 – SOFTWARE VERIFICATION AND VALIDATION
SOFTWARE REQUIREMENTS LIST

PROJECT NAME: Customer Feedback Management System

TEAM MEMBERS: M. Ersin Karaer, Bilgehan Göksu Ünsal, Mert Kurt, İlker Ekin Erdoğan, Özgür Çolak

FUNCTIONAL REQUIREMENTS		
REQ. #		PRIORITY/VERSION
1	Users shall sign up and log in with a username and password.	HIGH
2	Users shall share their thoughts or complaints using forms on the platform, with choosing a predefined category.	HIGH
3	People shall see what happens to their feedback, like if it is looked at or fixed.	LOW
4	Users shall reply to the administrator's answer to the feedback of users.	MODERATE
5	The system shall keep records of all feedback, all records shall be listed.	HIGH
6	Users shall be able to delete, re-edit and view their feedback and rating.	LOW
7	System shall categorize feedback using predefined tags, with the ability to add, edit, or remove categories dynamically.	HIGH
8	Users shall be able to share their feedback by rating among 1 and 5 stars.	MODERATE
9	The system shall support customizable feedback surveys and questionnaires to gather specific insights tailored to the business's needs.	LOW
10	The system should have pre-defined response templates for common feedback scenarios.	LOW

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NON-FUNCTIONAL REQUIREMENTS		
REQ. #		PRIORITY/VERSION
1	The system should provide options for users to submit feedback anonymously if desired to ensure privacy and security by hiding their name and surname.	HIGH
2	The system should be able to handle 500 requests at the same time efficiently.	LOW
3	The system should be easy to maintain and update, with clear documentation and modular design.	HIGH
4	The system should support Turkish and English languages and regional settings to accommodate a diverse user base.	LOW
5	The system should be available and reliable 24/7.	HIGH
6	The system should be tested for performance under load to ensure that it can handle requests at most in 15 seconds.	HIGH